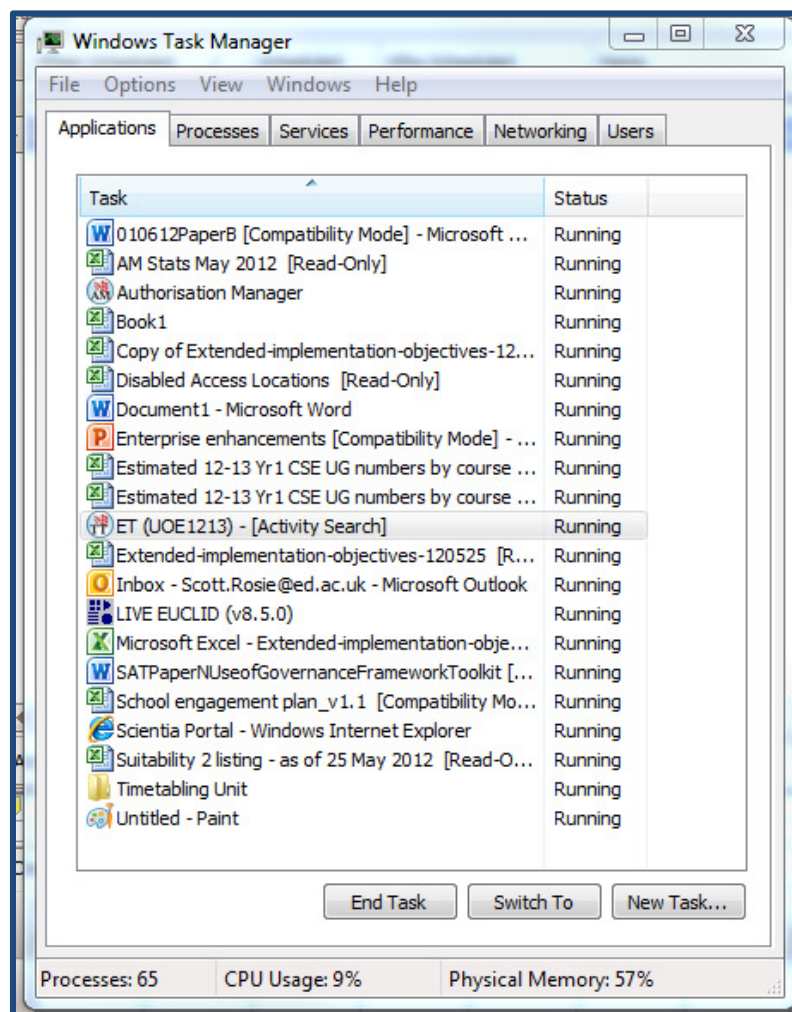# Scientia Enterprise Troubleshooting Guide
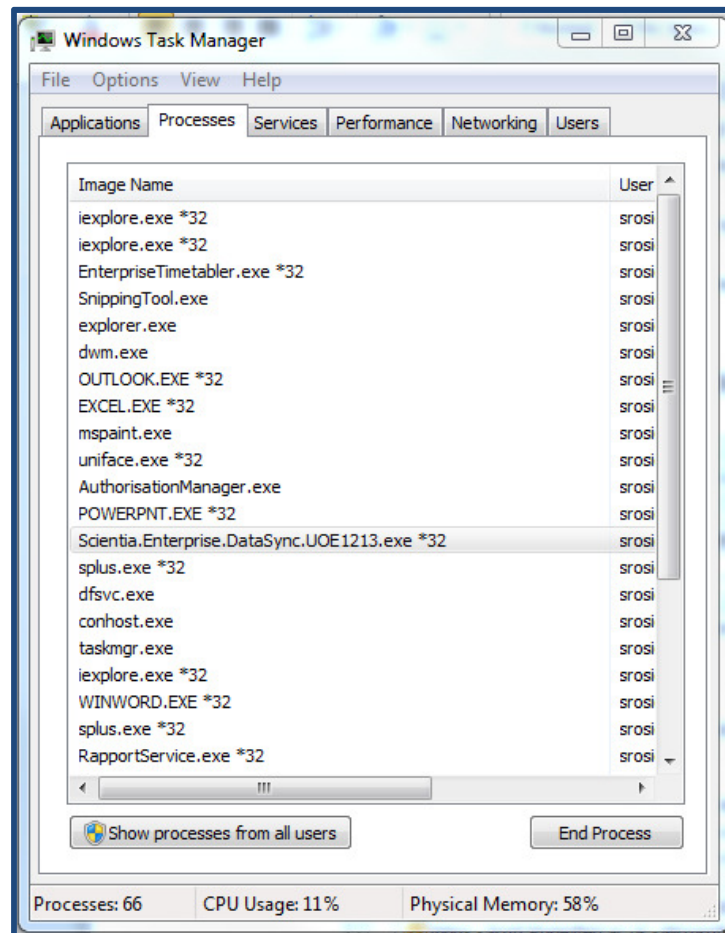
Refreshing and synching of data

As Enterprise users work with a locally stored data image, over which the user has full write-back and refresh control, the image can, periodically, become out of synch with the main database. This does not affect work the user has committed through the write-back process, but can cause difficulty for the user when attempting to view data.

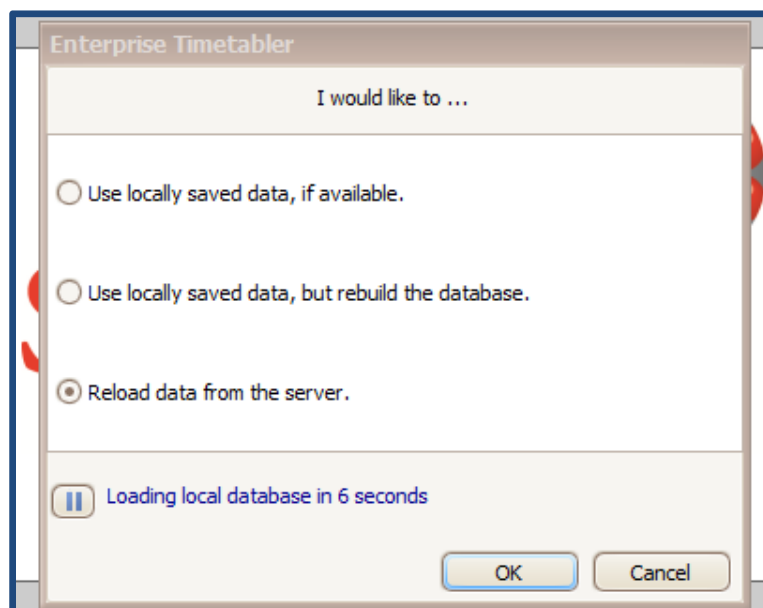The steps required to retrieve the data and re-synch your local image are as follows:

1. Use CTRL-ALT-DEL to activate Windows Task Manager

2. From the Applications tab select **ET (UOE1213)** then select **End Task**

3. Then, from the Processes tab select **Scientia.Enterprise.dataynch.UOE1213.exe*32,** then select **End Process**

4. Now re-launch Enterprise Timetabler in the normal way, but at the point at which you are offered three data options; select the final option titled **reload data from the server.** This provides a fresh load of data and puts the user back in synch

To help ensure you have the most robust data to work with in your local image, the advice is to select "Reload data from the server" every time you launch Enterprise.

Re-installation of Enterprise

On occasion, the user may experience some increased sluggishness in performance, with an increase in system error messages. In such cases, the best approach is to re-install the Enterprise client on the local machine. If this is required, the user should follow these instructions:

1. Windows 7 machine

   Click on the Start menu and in 'search programmes and files' type:

   C:\Users\<yourUUN>\AppData\Local\Apps

   Having reached this destination, delete the **2.0** directory in there

2. Windows XP machine

   Click on Start menu, click Run and type:

   C:\Documents and Settings\<yourUUN>\Local Settings\Apps

   Having reached this destination, delete the **2.0** directory in there

After following these steps, launch Enterprise in the normal way, at which point you will be prompted to re-install the applications to your PC.

This is a more extreme version of recovery, which would delete any local column and image settings the user has established. **Therefore, the recommendation is for the user to discuss their circumstances with the Timetabling Unit in the first instance.**

It's possible that user machines may have administrator restrictions that prevent the completion of this process. Users should consult with their local IT support if they experience any difficulty.

Timetabling Unit
May 2012